

Coronavirus Policy

Updated: 22/05/2020 (v2)



Introduction

The first issue of our policy was developed in preparation for the risk of a large-scale epidemic and the impact this would have on our staff, customers and business. The focus was on arrangements to support the prevention of infection, continuity of services, planning of our emergency preparedness and response, the instruction of requirements to our staff, and external communication to our key stakeholders.

Following the development of the virus into a worldwide pandemic, and a period of lockdown in the UK to slow the spread and protect the NHS from being overwhelmed, this updated policy now focuses on our arrangements for the safe return to work, and the ongoing adjustments that will be necessary for the foreseeable future in line with government guidance.

This document covers communication of general information and policy arrangements, and considerations for our Head Office, Mobile Engineers and Construction Project Sites. Additional policies and assessments may be applicable for our larger contracts where there are specific risks and arrangements to consider.

During this phased return, it is still the first and safest option to work from home where this is practicable, and management will continue to review suitable roles/individuals to which this will apply. Where this cannot be operationally implemented, strict measures are required to eliminate or significantly reduce the residual risk level.

The next update is expected to be later in the year when the relaxation of restrictions and return to 'normal' operations will hopefully be possible. Any suggestions or feedback on our arrangements in the meantime is encouraged and should be directed to the Managing Director for review.

Training & Awareness

It is expected that everyone will now have a good understanding of the virus with the large amount of media coverage and bulletins over the past months.

The following e-learning title remains available as a refresher for all staff to access:

<https://www.ihasco.co.uk/free-coronavirus-awareness-video>

Additional 'toolbox talks' will be undertaken on an ongoing basis.

For reference, links to official sources of information utilised in the preparation of this document are listed below:

- <https://www.gov.uk/coronavirus>
- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.who.int/health-topics/coronavirus>
- <https://www.cipd.co.uk/knowledge/fundamentals/emp-law/employees/workplace-guide-returning-after-coronavirus>

Posters are to remain displayed in the workplace for ongoing communication and reminder of precautionary requirements (e.g. <https://www.bbc.co.uk/news/uk-51914645>).

The following Government issued poster is to be displayed in all workplaces...

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

For further information please contact your Health & Safety Representatives:
Ron Bryant / Colin Down / Joy McCurdy



Health & Safety Advisors
support@admac.co.uk
0800 389 5363



Health & Safety Executive
www.hse.gov.uk
0300 003 1647

Coronavirus Policy

Updated: 22/05/2020 (v2)



Self-Isolation

If you have symptoms of Coronavirus, which include:

- **A high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **A new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **A loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

...**you must stay at home!** Contact the NHS 111 Online Coronavirus Service for further information and testing where available/necessary.

<https://www.nhs.uk/conditions/coronavirus-covid-19/what-to-do-if-you-or-someone-you-live-with-has-coronavirus-symptoms/staying-at-home-if-you-or-someone-you-live-with-has-coronavirus-symptoms/>

The office should be notified without delay by telephone if you have commenced a period of self-isolation.

You must self-isolate for at least 7 days. If you still have a high temperature after 7 days, keep self-isolating until your temperature returns to normal. Once feeling well contact your manager again to discuss return to work.

If you live with someone who has symptoms, you must self-isolate for 14 days from the day their symptoms started.

Do not ask colleagues to come to your home and discuss work matters – this should be done remotely.

Pay

Should you be feeling well during self-isolation, and it is feasible/agreed for you to work from home, remote access will be established for you to continue working and remain on full contractual pay.

Should you be unwell, or unable to work from home, absence will be in line with your contractual sick pay arrangements. Statutory Sick Pay will be available from day one as a minimum.

Clinically Vulnerable Workers

Workers who are over 70 years old or have pre-existing conditions which may place them at higher risk are requested to notify management. This may include individuals who have received a government communication due to historical/current medical conditions including: Weakened Immune System, Organ Transplants, Cancer Treatment, COPD/Severe Asthma, Pregnancy etc.

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>

Any worker who is considered to be at higher risk will be considered for extended exclusion from office/site working, client meetings, event attendance and travel where practicable.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Time Off for Dependants

Please refer to the Employee Handbook for existing arrangements.

If you are assisting a dependant with a known/suspected case of Coronavirus, then you must also commit to a period of self-isolation to protect your colleagues.

Furlough

Where necessary and it is agreed to utilise the government's 'Coronavirus Job Retention Scheme' to avoid redundancy and protect employment during the business downturn, arrangements will be individually communicated with each employee.

<https://www.gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme>

During this time, you are not permitted to undertake work activity on behalf of the company but are encouraged to undertake continuing personal development and training should you desire.

Prevention & Hygiene

As general guidance, to protect yourself and others:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Always wash your hands when you get home or into work
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away and wash your hands afterwards
- Try to avoid close contact with people who are unwell
- Do not touch your eyes, nose or mouth if your hands are not clean

Specific arrangements to support this in the office and on site are outlined later in this document.

Returning Travellers

Following the worldwide spread of the virus, the return from infected areas is now less relevant. Should you be planning to travel abroad in the near future please ensure that official advice is reviewed, and you are not placing yourself at increased risk. Travel plans should be discussed with your manager for assessment of the risk on your planned return to work. If you are returning from an at-risk country, you may be required to self-isolate for 14 days.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Business Continuity

Before and during the lockdown our continuity and remote working capability was reviewed and enhanced. To ensure preparedness for ongoing, and any future requirements, the following arrangements are to remain in place:

- Staff contact details to be regularly reviewed and verified as current
- Remote access/VPN capacity to be monitored, to support additional workers at home
- Laptop computers to be ready to support working at home (in line with existing Information Security policy requirements)
- Telephone diversion capability to be maintained/tested

Post may need to be diverted/delayed, and the Director's will be responsible for reviewing and managing this requirement during this time. All contacts are to be advised to use email as the preferred option.

Should we be unable to deliver our contractual obligations due to quarantine requirements outside of our control, this will be documented with each client in writing, and an individual action plan created. Where this may result in a breach of legal requirements for our customers, or create other health and safety risks, these activities will be prioritised.

Emergency Arrangements

Should anyone develop symptoms of Covid-19 while on site:

- Alert the Site Manager/Supervisor immediately, via mobile phone if available or strictly maintaining a safe social distance, and advise the areas you have been working in and equipment you have been using
- Isolation is to be arranged, away from all other persons, preferably in a room with natural ventilation
- A face mask is to be issued, and the individual instructed to avoid touching anything further
- The individual should call NHS 111 to discuss their symptoms and the next steps
- Leave the premises as advised, wearing a face mask/covering to aid in containing the virus
- Follow the Government's guidance on self-isolation and do not return to work until fit to do so

The Site Manager is to arrange for cleaning/disinfection of the work area/equipment and other higher risk areas such as welfare facilities in line with Government guidance:

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

First Aid

First Aiders are to be issued RPE masks to supplement their gloves. It is inevitable that treatment may require close contact and kits should be prepared to enable immediate response action while maintaining Covid-19 prevention measures.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Home Working

While working from home it is important to maintain an appropriate work environment. Our professional standards should not drop during this time.

The HSE have published updated guidance for employers which is useful to reference:

<https://www.hse.gov.uk/toolbox/workers/home.htm>

When establishing your workstation a DSE checklist should be utilised to verify suitability, and any remedial actions required: <https://www.hse.gov.uk/pubns/ck1.pdf>

Should you require additional equipment to enable a safe workstation please contact your manager.

Technology (e.g. Web Chat) will be utilised to maintain contact on a regular basis and ensure the ongoing welfare and communication tools to work effectively.

Web Meetings - Code of Conduct

Core Principles:

- Be seen and heard – Ensure other attendees can see and hear you clearly
- Be considerate - You are mindful of not speaking over other people, you champion the experience for remote attendees, and you arrive on time
- Be present - You are not distracted by your devices, other work, or your surroundings. You are giving the attendees, and meeting, your full attention

Prep before the call:

- Attend 2 minutes early so you're ready to start the call promptly
- Make sure you have a headset that limits background noise or you're in a quiet place
- If you're in a room with other people, use a conference microphone instead of relying on a laptop microphone (and ensure this is set up in advance of the meeting start)
- Snooze/mute system notifications before you join a call
- Remove the temptation to do other work by minimising your other screens
- Make sure you are sat somewhere that is quiet enough for you to hear and contribute to the meeting
- Test all technology (including camera/video, Wi-Fi, and screen sharing) before the meeting

On the call:

- Wherever possible share your video
- If you use multiple monitors, put your open call on the monitor with your camera so you can give eye contact
- Mute when you're not speaking
- Ensure you are on a suitable view so that you can see the face of everyone in the meeting
- Do not use your phone during a meeting and make sure it's on silent
- Do not do work while on a meeting. You think it's not obvious, but it is! Feel free to call people out if you think this is happening in a meeting you're in
- If someone is doing a screen share presentation and you wish to speak, use the available system features such as 'raise hand' so the speaker knows to pause
- Don't interrupt people whilst they're speaking

Coronavirus Policy

Updated: 22/05/2020 (v2)



Wellbeing

During this challenging time in which we find ourselves, the mental health of our team remains a top priority. If you are struggling to cope with isolation, illness, bereavement, anxiety, stress or any other condition/situation you are not alone, and the management team and our external advisors are available to support impartially and confidentiality. Please make contact without delay to start the conversation and we will make an action plan together.

Escalation

Our engineers and representatives are all individually authorised to cease works and raise any concerns should they feel their own or others health and safety is being placed at risk. Please contact senior management immediately should this be encountered on site.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Office Reoccupation Arrangements

To enable the safe re-occupation of our offices following reduced/suspended operations during lockdown there are a number of preparatory and ongoing precautionary measures to assess and implement.

Our key priority is the health and wellbeing of our staff, and the best practice guidance from the government, public health agencies and industry bodies has been referenced to plan our return.

Key areas that need to be assessed have been identified as:

- Ensuring staff awareness of policy and arrangements
- Maintaining 2m social distancing, so far as is reasonably practicable
- Controlling access and shared/public areas
- Controlling deliveries and collections to minimising contact
- Reviewing desk layout and hot-desking arrangements
- Staggering and limiting the use of kitchen/rest facilities
- Providing suitable welfare facilities
- Installing hand sanitiser at strategic locations
- Reviewing/enhancing site cleaning arrangements
- Ensuring maintenance/serviceability of site equipment
- Ensuring emergency arrangements remain effective

A checklist assessment is to be utilised to record and communicate considerations/actions taken at each site. This is to be subject to regular review to ensure ongoing suitability.

Business Meetings

External visitors and company meetings are to remain restricted to what is strictly necessary. Where possible these meetings are to be undertaken remotely or postponed until restrictions are fully lifted.

Meeting rooms are to be modified to promote social distancing.

The attendance at conferences and larger public gatherings is to be avoided until further notice.

All international business travel is to be subject to an individual risk assessment to justify and reduce risk so far as is reasonably practicable. Travel to high risk areas is suspended until further notice.

Kitchen Access

Rules have been established for use of the onsite facilities:

- Strictly one-person access at a time
- Clean everything you/contact use before leaving the room
- Use your own cup and cutlery throughout the day
- Prepare food at home to avoid needing to use kitchen areas or leaving site to visit local shops

Coronavirus Policy

Updated: 22/05/2020 (v2)



Office Etiquette

When working in the office maintain 2 metres distance throughout the day and avoid contact further with these simple practices:

- Avoid sharing stationery and equipment
- Do not offer to make rounds of drinks
- Use your own telephone
- Wipe devices after use e.g. handsets, keypads, printers, franking machine
- Observe good hygiene practices

Deliveries & Collections

A secure area for contactless drop-off and collection is to be defined

Gloves and masks are available in the office and recommended for use where distancing is unavoidable.

Request that a courier signs on your behalf (most have implemented this practice by default).

Wash/Sanitise hands after any contact with parcels/post.

Visiting Contractors

Any contractors wishing to work in our facility must present a Social Distancing Risk Assessment in advance for review and approval. This must include the actions intended to ensure hygiene and cleanliness during and after the work.

Client Meetings

Where employees are required to visit customer's premises this is to be undertaken via web/telephone conference as the first choice where possible. If it is necessary to visit site (e.g. for physical surveying) then the following precautions are to be observed:

- Verify site rules and arrangements are suitable in advance (e.g. the client's risk assessment)
- Maintain social distance of 2m when working on site.
- Masks are to be carried to each site and used as deemed appropriate for the task.
- Driving alone is to be the first choice of travel. Use public transport in line with government guidance if unavoidable.
- Politely avoid shaking hands with clients.
- All company site documents are to move to email e-signature as the first choice, or be signed on behalf of a client if required.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Office Reoccupation Checklist

Location	Units 8+3, Viewpoint, Boxley Road, Penenden Heath, Maidstone, Kent, ME14 2DZ		
Date	22/05/2020	Assessor	James Dwelly / Joy McCurdy

ID	Consideration	Comments / Actions	Closed
1.0	Communication		(✓)
1.1	Has the policy been issued to and acknowledged by all workers?	This Policy to be uploaded to website Daily bulletins have been issued throughout the pandemic and are ongoing to communicate key policy requirements	✓
1.2	Does the policy need to be translated for any non-English speaking workers?	N/A	✓
1.3	Are awareness posters displayed in key locations around the office/welfare areas?	Yes – Hygiene, Prevention, Response posters are displayed through Unit 8 (Unit 3 currently unoccupied)	✓
2.0	Housekeeping		
2.1	Have there been any security or maintenance/housekeeping issues during lockdown that need addressing?	No – site has been occupied on skeleton staff and maintained throughout	✓
2.2	Have the office/welfare areas been cleaned as normal arrangements? Does a deep-clean need to be arranged?	Contract cleaning resumed 18/05. Staff have been maintaining throughout	✓
2.3	Do ongoing cleaning arrangements need enhancing? e.g. daily cleaning of shared facilities, handles, switches, keypads etc. Are products in stock? COSHH RAs completed?	Contract cleaner has received briefing on enhanced requirements e.g. handles Self-cleaning of equipment/kitchen after each use Office management cleaning daily Disinfectant spray/wipe in stock COSHH RAs have been produced for new substances (e.g. bleach-based spray)	✓
2.4	Have there been any areas where known cases of infected persons have been recently present? e.g. disinfection required	No – ongoing monitoring/response arrangements are in place	✓
3.0	Access		
3.1	Is the entrance secured/controlled to prevent visitors congregating? Can shared entrances be avoided?	Yes – secure entrance to reception. Separate entrance for engineers + policy to limit attendance to what is necessary	✓

Coronavirus Policy

Updated: 22/05/2020 (v2)



ID	Consideration	Comments / Actions	Closed
3.2	Are shared/communal areas controlled? Are joint agreements with neighbours necessary?	N/A – self-contained unit	✓
3.3	Is hand sanitiser available by all entrances?	Yes – this has been provided. Table by door with full hygiene station	✓
3.4	Are there shared access control, sign-in or clocking-in systems used? e.g. shared keypads, pens or fingerprint scanners to consider	Keypads are cleaned daily + sanitiser at entrance	✓
3.5	Can Perspex screens be fitted to reception / public-facing service desks? Are masks necessary to be worn for exposure to public?	N/A – limited visitors	✓
3.6	Do employees using public transport for commuting have access to face masks?	Limited requirement – masks are available if necessary	✓
3.7	Can deliveries/collections be left in a secure area for ‘contactless handover’?	Yes – handover is possible while maintaining distancing	✓
3.8	Is it reasonable/practicable to undertake screening? e.g. temperature checks	Not currently enforced. Management to review ongoing requirements and may procure contactless thermometers for use on site	✓
3.9	Are company vehicles shared?	Limited requirement. Policy in place for when this is necessary. Bulletin #38.	✓
3.10	Can shift times be changed if necessary? e.g. to avoid use of public transport at peak times	Limited applicability	✓
4.0	Layout		
4.1	Can desks be moved to increase spacing to the recommended 2m?	At present, office attendance is restricted so this is manageable. Office management to monitor for ongoing requirements.	✓
4.2	Do any desks need to be removed from service?	Not currently, see above.	✓
4.3	Does hot-desking need to be reviewed?	Limited applicability	✓
4.4	Do meeting areas need modification?	Meetings are currently limited to eliminate risk. Any planned gathering in meeting room to strictly follow 2m guidance	✓
4.5	Do walkways, stairways, lifts need restrictions?	Limited applicability at present	✓

Coronavirus Policy

Updated: 22/05/2020 (v2)



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5.0	Maintenance		
5.1	Have legionella controls been maintained during lockdown? e.g. flushing/chlorination/descaling	Yes – facility has been occupied/maintained throughout	✓
5.2	Does mechanical ventilation require consideration? e.g. deactivation or filter changes	Site has been maintained as standard PPM schedule. A/C risk lower due to individual offices.	✓
5.3	Have Passenger/Goods lifts been serviced and examined in line with manufacturers and LOLER requirements?	N/A	✓
5.4	Has gas safety been maintained? e.g. boiler servicing	Yes – facility has been occupied/maintained throughout	✓
5.5	Has fixed electrical wiring been maintained? e.g. 5 yearly FWT	Yes – facility has been occupied/maintained throughout	✓
5.6	Have portable appliances and other work equipment been inspected prior to use?	Yes – facility has been occupied/maintained throughout	✓
6.0	Emergency Preparedness		
6.1	Is the fire alarm and emergency lighting etc. operational? Has testing/servicing been maintained?	Yes – facility has been occupied/maintained throughout	✓
6.2	Are extinguishers in place? Do they require annual servicing?	Yes – in service	✓
6.3	Are escape routes and fire exits clear and unlocked?	Yes	✓
6.4	Will an adequate number of trained Fire Marshals be on site, taking remote working and sickness/furlough leave into consideration?	Yes – Joy McCurdy has completed training to undertake this duty during furlough absence	✓
6.5	Will an adequate number of trained First Aiders be on site, taking remote working and sickness/furlough leave into consideration?	MB is FAW trained and onsite	✓
6.6	Are first aid kits stocked and in-date? Are any AEDs ready-to-go if applicable?	Yes	✓
7.0	Training / Documentation		
7.1	Have any key policies or risk assessments etc. passed the planned review date? e.g. H&S Policy, Fire Risk Assessment, COSHH Assessments	No – all up-to-date	✓

Coronavirus Policy

Updated: 22/05/2020 (v2)



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7.2	Have any critical training refreshers been missed?	No. Some delays to classroom training are expected and management are aware.	✓
7.3	Have any operational licences expired?	No	✓
7.4	Have Covid-19 Policies/RAMS been requested and reviewed from key sub-contractors?	N/A for Head Office Site arrangements in separate policy/RAMS	✓
8.0	Other Site-Specific Considerations		
8.1	N/A		✓

Coronavirus Policy

Updated: 22/05/2020 (v2)



Mobile Engineer Arrangements

All sites operating during the Coronavirus (Covid-19) pandemic need to ensure they are protecting their workforce and minimising the risk of spread of infection.

These operating procedures have been prepared to support our ongoing/restarting site activities and are based on best practice guidance from the Government, Public Health England, and the Construction Leadership Council.

For larger construction project sites, where we are likely to have more control over boundaries and work locations, separate arrangements are applicable. This document covers arrangements for our site-based and mobile engineers, who will be regularly working alone or in small teams within client's commercial premises, which could also involve potential contact with residents and also members of the public using the site.

This document is to be read in conjunction with the existing site-specific and core RAMS and extends on those requirements to introduce a minimum standard of protection across all our work locations.

The health and safety requirements of any construction activity must not be compromised at this time. If an activity cannot be undertaken safely, it should not take place!

Duty Holder Responsibilities

Contract/Service Managers are responsible for leading the communication with Clients to discuss and agree that mutually acceptable arrangements are in place in advance of attending sites.

Engineers are responsible for undertaking a point-of-works risk assessment on arrival for each job, to verify that the minimum standards have been implemented and that they will be able to undertake the job safely.

Sub-Contractors

Any Sub-Contractor under our control visiting site must have a formal review of their policy and RAMS for coronavirus undertaken for approval prior to attending site, to verify that arrangements are in line with standard guidance and our policy as a minimum.

Where working on a labour-only basis, an agreement may be made to sign on and follow our issued arrangements.

The Contract/Service Manager and Site Supervisor/Lead Engineer is to liaise with Clients on an ongoing basis to verify that any client-direct appointed contractors working alongside our team have been subject to the same level of verification.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Travel to Site

Wherever possible you should travel to site alone using your own transport as the safest option.

If you have no option but to share a vehicle:

- Journeys should be shared with the same individuals and with the minimum number of people at any one time
- Good ventilation (e.g. keeping the windows open) and facing away from each other may help to reduce the risk of transmission
- The vehicle should be cleaned regularly using gloves and standard cleaning products, with emphasis on handles and other areas where passengers may touch surfaces

If you need to use public transport to get to work:

- The Contract/Service Manager is to review start/finish times on site to assist in avoiding travel during peak times, although this may not be possible due to site/operational requirements
- Consider other means of transport to avoid close contact on shorter journeys (e.g. walking or cycling)
- Wear a face mask in line with Government guidance

Site Access and Egress

- Report to reception/security on arrival as normal but ensure 2m distancing is maintained. Do not shake hands and carry your own pen if it is mandatory to complete any documents.
- If you are required to complete a site induction for briefing of critical H&S information, then this requirement must remain. However, if a site/client has not put suitable arrangements in place to ensure social distancing measures then this must be immediately escalated to the Contract/Service Manager.
- Wash your hands for 20 seconds using soap and water, or hand sanitiser if not available, when entering and leaving the site each time.
- Personal supplies of hand sanitiser are to be issued to Engineers from head office.
- Our policy for obtaining Client's signatures on completion of works has already been updated to reduce contact

Point-of-Works Risk Assessment

In addition to standard requirements, all Engineers must also verify that Covid-19 arrangements for the site are in place and it is safe to proceed. The following should be considered for each site

1. Have I washed/sanitised my hands upon arrival?
2. Can my work areas be cleared of residents for the duration? If not, will it be possible to use barriers/signage/verbal communication to maintain 2m social distancing from others on site? If not, can the activity be rescheduled if non-urgent or do I need to wear RPE throughout?
3. Are there site-specific arrangements to observe? (e.g. restricted areas / mandated PPE)
4. Are there clinically vulnerable persons on site to protect? (e.g. care homes)
5. Do I have access to suitable welfare facilities?
6. Am I fit for work? (e.g. symptom free, and no recent potential exposure)

Coronavirus Policy

Updated: 22/05/2020 (v2)



Social Distancing

While working on site it is important to maintain social distancing of 2m so far as is reasonably practicable, and limit contact to only what is necessary. The following arrangements are to be implemented to support this:

- Some tasks may be undertaken remotely using technology, for example meetings, to limit site attendance to what is physically necessary
- Site meetings should be undertaken in areas with sufficient space and good ventilation, this could be outdoors
- Use stairways in preference to lifts and avoid crossing paths with others.
- Tasks are to be reviewed each day and planned to minimise the frequency and time workers need to be within 2m of each other
- Work side-by-side, or facing away from each other, rather than face-to-face
- Keep face-to-face tasks to short duration (e.g. <15 minutes) where possible
- When working in teams, keep the group small, and stay together - avoid changing workers within the team
- In public areas, or occupied premises, use barriers and signage as necessary to segregate and isolate the work area, without creating additional hazards

Contact Tracking

Should you come down with symptoms it is a moral duty to try and inform those with whom you have been in close contact within the past week, to possibly prevent the further spread of infection. We should all be keeping a daily record of those we have been working with (e.g. within 2 metres where unavoidable or when sharing vehicles). Should the Government approve the use of Smartphone Apps installation of this is to be reviewed by Head Office for roll out to the team.

Work Equipment

To reduce transmission risk when sharing plant and tools on site:

- Wash your hands before and after using equipment
- Common touchpoints should be regularly cleaned (e.g. buttons, handles, vehicle cabs)
- Equipment within site offices is to be subject to the same hygiene controls
- Avoid sharing of any PPE, sufficient stocks are to be available on site

Deliveries to Site

- Where loading and offloading arrangements on site will allow it, drivers should remain in their vehicles. Where drivers are required to exit their vehicle, they should wash or sanitise their hands before handling any materials
- Maintain social distancing by utilising a secure segregated area for drop-off of materials, and wait for drivers to depart before collecting
- Wash hands after physically signing for any goods (most couriers have suspended this requirement)

Coronavirus Policy

Updated: 22/05/2020 (v2)



Hand Hygiene

- Regular breaks are permitted to wash your hands
- Clients are expected to have made suitable provision on their sites, but where this cannot be fully relied upon all Engineers are to be issued and carry at all times personal hand sanitiser (minimum 60% alcohol based) to supplement on-site hand washing facilities.

COSHH

Alcohol based hand sanitiser is typically Flammable and Irritant:

- Monitor your skin on an ongoing basis and report any symptoms of dermatitis including redness, itching or flaking:
<https://www.hse.gov.uk/skin/posters/skindermatitis.pdf>
- Cover any cuts or grazes with a plaster/dressing
- Do not smoke while using hand sanitiser, avoid heat/sparks/flames, and allow to fully dry before touching any surfaces or work equipment (static discharge risk)
- In case of eye contact, immediately flush eyes with plenty of water for at least 15 minutes. If worn and easy to do, remove contact lens - seek medical attention
- If inhaled or swallowed, move to fresh air, rinse mouth with water, do not induce vomiting, seek medical attention if any symptoms persist
- Store in original container
- For bulk storage on site a metal cabinet is to be used for flammable segregation with suitable extinguishers nearby and warning signage displayed
- Store out of direct sunlight, including on vehicle dashboards.

Personal Protective Equipment

In addition to standard site rules, the following requirements are to also be implemented:

- Sufficient stocks of PPE are to be held/issued so that Site Operatives do not need to share any equipment. Secure storage is available for each engineer in vans.
- Unless it is a risk to the activity, disposable nitrile/latex/vinyl gloves should be worn when safety gloves are not worn.
Doffing Guidance: <https://www.hse.gov.uk/skin/posters/singleusegloves.pdf>
- Hygiene should be enhanced, with regular self-cleaning/disinfection of safety glasses/goggles and safety helmet etc.
- Additional company uniform will be issued where necessary to support regular daily washing.
- Branded PPE with Social Distancing Reminders will be procured and issued as necessary.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Respiratory Protective Equipment

The general wearing of 'RPE' outside a clinical/suspected contaminated setting is not currently recommended to be necessary or enforced by the Government. As such standard site rules and RAMS requirements should be followed.

'Face Masks/Coverings' which may help stop transmission of the virus are however recommended to be used in the following scenarios:

- When social distancing is challenged on site, e.g. for team lifts/installations
- When encountering members of the public, e.g. for works within occupied premises/homes
- When generally working in a healthcare setting, e.g. NHS premises, care homes
- When a client's site rules require this, or it is specifically requested of you

Additionally, where use of public transport cannot be avoided to commute to work, it is recommended that masks are worn, and these will be made available by request to your Supervisor/Manager (the employer).

'RPE' should be reserved for necessary use due to national supply shortages. 'FFP3/FFP2' standard is the first choice to give maximum protection against coronavirus transmission and should be worn along with other PPE where there is a higher risk of exposure. Disposable masks will need to be changed regularly.

Refresher guidance on how to use RPE: <https://www.hse.gov.uk/pubns/disposable-respirators.pdf>

Be aware of fatigue from tight-fitting respirators and ensure suitable breaks are taken (e.g. hourly).

The procedure for fit testing of tight-fitting respirators is to be updated in line with guidance from the HSE: <https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm>

Individual extensions to standard 3-yearly retesting may be given at this time to reduce risks from shared test equipment.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Toilet and Changing Facilities

Clients are expected to have risk assessed their own existing facilities and put arrangements in place for the safe use of communal washrooms, but where this cannot be fully relied upon for sites outside of our immediate control Site Engineers are to verify in arrival during the point-of-works assessment and escalate any concerns to the Contract/Service Manager.

Wash or sanitise your hands before and after using the facilities. Shared bars of soap and towels are to be avoided. As always, leave the facilities in a condition you would expect to find them in.

Catering and Rest Areas

Workers should aim to prepare and bring their own food to site each day, avoiding the need to share food preparation areas or leaving site to visit local shops. Site canteens should be providing a takeaway service, with pre-prepared and wrapped food only.

Upon arrival, Engineers are to verify suitable arrangements are in place for catering and rest facilities, maintaining hygiene and social distancing. Should this not be the case within the facility, then company vans are to be utilised.

General guidance for catering facilities:

- Break times should be staggered to reduce congestion and contact at all times.
- Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced
- Frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators, microwaves
- Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by workers when entering and leaving the area
- A distance of 2 metres should be maintained between users, wherever possible
- All rubbish should be put straight in the bin and not left for someone else to clear up
- Tables should be cleaned between each use
- Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use
- Payments should be taken by contactless card wherever possible
- Canteen staff should wash their hands often with soap and water for at least 20 seconds before and after handling food
- Canteen staff and workers may use rest areas if they apply the same social distancing measures

Coronavirus Policy

Updated: 22/05/2020 (v2)



Construction Project Site Arrangements

Construction sites operating during the Coronavirus (Covid-19) pandemic need to ensure they are protecting their workforce and minimising the risk of spread of infection.

These operating procedures have been prepared to support our ongoing/restarting construction site activities, and are based on best practice guidance from the Government, Public Health England, and the Construction Leadership Council.

This document is to be read in conjunction with the existing site-specific and core RAMS that are prepared for each project and extends on those requirements to introduce a minimum standard of protection across all our work locations.

The health and safety requirements of any construction activity must not be compromised at this time. If an activity cannot be undertaken safely, it should not take place!

CDM Duty Holder Responsibilities

Where we are acting as the Principal/Sole Contractor on a construction project, it will be the responsibility of the Project/Contract Manager to ensure that the following arrangements have been put in place for each site prior to authorising works to start/resume.

The Client should be contacted to discuss and agree that mutually acceptable arrangements are in place. Arrangements must be communicated, and this document issued/understood by all site personnel in advance of attending site. All communications should be recorded in writing, with email being utilised in the main to reduce physical contact.

Where site welfare facilities are not directly under our control (e.g. public toilets in occupied sites) the Project Manager/Site Supervisor is to liaise with the Client and monitor to ensure suitable provisions are in place as our minimum standards.

Where we are a Contractor working on behalf of a Principal Contractor, the Project/Contract Manager is responsible for liaising with Site Management to ensure that arrangements have been put in place to meet our standards, and to communicate our updated policies and RAMS for their review.

Sub-Contractors

Any Sub-Contractor under our control visiting site must have a formal review of their policy and RAMS for coronavirus undertaken for approval prior to attending site, to verify that arrangements are in line with standard guidance and our policy as a minimum.

Where working on a labour-only basis, an agreement may be made to sign on and follow our issued arrangements.

The Project Manager/Site Supervisor is to liaise with the Client's Site Agent on an ongoing basis to verify that any client-direct appointed contractors working alongside our team have been subject to the same level of verification.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Travel to Site

Wherever possible you should travel to site alone using your own transport as the safest option.

If you have no option but to share a vehicle:

- Journeys should be shared with the same individuals and with the minimum number of people at any one time
- Good ventilation (e.g. keeping the windows open) and facing away from each other may help to reduce the risk of transmission
- The vehicle should be cleaned regularly using gloves and standard cleaning products, with emphasis on handles and other areas where passengers may touch surfaces

If you need to use public transport to get to work:

- The Project/Contract Manager is to review start/finish times on site to assist in avoiding travel during peak times, although this may not be possible due to site/operational requirements
- Consider other means of transport to avoid close contact on shorter journeys (e.g. walking or cycling)
- Wear a face mask in line with Government guidance

Site Access and Egress

- All non-essential visitors are to be prevented from entering site
- Staggered start and finish times are to be reviewed on larger sites on an ongoing basis to reduce congestion
- The Site Manager/Supervisor is to install signage as necessary:
 - Such as floor markings, to ensure 2 metre distance is maintained between people when queuing
 - Reminding workers not to attend if they have symptoms of Coronavirus (Covid-19) and to follow guidelines
- Entry systems that require skin contact (e.g. fingerprint scanners) are to be removed unless they are cleaned between each individual use
- Wash your hands for 20 seconds using soap and water, or hand sanitiser if not available, when entering and leaving the site each time. The Site Supervisor is to monitor for provision of suitable facilities at all entrances
- Personal supplies of hand sanitiser are to be issued to mobile Engineers/Operatives
- Site keys are to be wiped/sanitised upon receipt and sharing with others

Deliveries

- Where loading and offloading arrangements on site will allow it, drivers should remain in their vehicles. Where drivers are required to exit their vehicle, they should wash or sanitise their hands before handling any materials
- Maintain social distancing by utilising a secure segregated area for drop-off of materials, and wait for drivers to depart before collecting
- Wash hands after physically signing for any goods (most couriers have suspended this requirement)

Coronavirus Policy

Updated: 22/05/2020 (v2)



Site Induction

New arrivals to site must complete the full site induction requirements as normal and also receive briefing in the additional Coronavirus arrangements that have been implemented.

To reduce risk of infection transmission at this time:

- Induction rooms are to be limited to maintain 2m social distancing – the numbers of people attending may be restricted as a result
- Additional induction sessions may have to be provided for staggered start times, and reduced capacity
- Documentation is to be emailed for reading in advance where applicable
- Photos of competence cards (e.g. CSCS, CPCS, CISRS, PASMA, IPAF) are to be taken without contact
- Pens are not to be shared for completion of mandatory documentation, including sign in/out

Social Distancing

While working on site it is important to maintain social distancing of 2m so far as is reasonably practicable, and limit contact to only what is necessary. The following arrangements are to be implemented to support this:

- Some tasks may be undertaken remotely using technology, for example meetings, to limit site attendance to what is physically necessary
- Site meetings should be undertaken in areas with sufficient space and good ventilation, this could be outdoors
- Use stairways in preference to lifts or hoists and avoid crossing paths with others. The Site Manager/Supervisor is to review site layout and implement one-way systems where practicable
- Tasks are to be reviewed each day and planned to minimise the frequency and time workers need to be within 2m of each other
- Work side-by-side, or facing away from each other, rather than face-to-face
- Keep face-to-face tasks to short duration (e.g. <15 minutes) where possible
- When working in teams, keep the group small, and stay together - avoid changing workers within the team
- In public areas, or occupied premises, use barriers and signage as necessary to segregate and isolate the work area, without creating additional hazards

Contact Tracking

Should you come down with symptoms it is a moral duty to try and inform those with whom you have been in close contact within the past week, to possibly prevent the further spread of infection. We should all be keeping a daily record of those we have been working with (e.g. within 2 metres where unavoidable or when sharing vehicles). Should the Government approve the use of Smartphone Apps installation of this is to be reviewed by Head Office for roll out to the team.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Work Equipment

To reduce transmission risk when sharing plant and tools on site:

- Wash your hands before and after using equipment
- Common touchpoints should be regularly cleaned (e.g. buttons, handles, vehicle cabs)
- Equipment within site offices is to be subject to the same hygiene controls
- Avoid sharing of any PPE, sufficient stocks are to be available on site

Hand Hygiene

- Regular breaks are permitted to wash your hands
- Where facilities are dispersed/limited, the Site Manager is to arrange additional hand washing facilities (e.g. pop ups) to the usual welfare facilities so far as is reasonable practicable, particularly on a large spread out site or where there are significant numbers of personnel on site, including plant operators
- The Site Supervisor is to monitor to ensure adequate supplies of soap and fresh water are readily available and kept topped up at all times
- Hand sanitiser (minimum 60% alcohol based) will be placed around site at strategic locations as necessary and/or will be issued individually to each Operative, to supplement hand washing facilities
- Facilities are to be cleaned regularly
- Suitable and sufficient rubbish bins for hand towels are to be provided, with regular removal and disposal

COSHH

Alcohol based hand sanitiser is typically Flammable and Irritant:

- Monitor your skin on an ongoing basis and report any symptoms of dermatitis including redness, itching or flaking:
<https://www.hse.gov.uk/skin/posters/skindermatitis.pdf>
- Cover any cuts or grazes with a plaster/dressing
- Do not smoke while using hand sanitiser, avoid heat/sparks/flames, and allow to fully dry before touching any surfaces or work equipment (static discharge risk)
- In case of eye contact, immediately flush eyes with plenty of water for at least 15 minutes. If worn and easy to do, remove contact lens - seek medical attention
- If inhaled or swallowed, move to fresh air, rinse mouth with water, do not induce vomiting, seek medical attention if any symptoms persist
- Store in original container
- For bulk storage on site a metal cabinet is to be used for flammable segregation with suitable extinguishers nearby and warning signage displayed
- Store out of direct sunlight, including on vehicle dashboards.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Personal Protective Equipment

In addition to standard site rules, the following requirements are to also be implemented:

- Sufficient stocks of PPE are to be held/issued so that Site Operatives do not need to share any equipment. Secure storage should be available for each individual.
- Unless it is a risk to the activity, disposable nitrile/latex/vinyl gloves should be worn when safety gloves are not worn
Doffing Guidance: <https://www.hse.gov.uk/skin/posters/singleusegloves.pdf>
- Hygiene should be enhanced, with regular self-cleaning/disinfection of safety glasses/goggles and safety helmet etc.

Respiratory Protective Equipment

The general wearing of 'RPE' outside a clinical/suspected contaminated setting is not currently recommended to be necessary or enforced by the Government. As such standard site rules and RAMS requirements should be followed.

'Face Masks/Coverings' which may help stop transmission of the virus are however recommended to be used in the following scenarios:

- When social distancing is challenged on site, e.g. for team lifts/installations
- When encountering members of the public, e.g. for works within occupied premises/homes
- When generally working in a healthcare setting, e.g. NHS premises, care homes
- When a client's site rules require this, or it is specifically requested of you

Additionally, where use of public transport cannot be avoided to commute to work, it is recommended that masks are worn, and these will be made available by request to your Supervisor/Manager (the employer).

'RPE' should be reserved for necessary use due to national supply shortages. 'FFP3' standard is the first choice to give maximum protection against coronavirus transmission and should be worn along with other PPE where there is a higher risk of exposure. Disposable masks will need to be changed regularly.

Refresher guidance on how to use RPE: <https://www.hse.gov.uk/pubns/disposable-respirators.pdf>

Be aware of fatigue from tight-fitting respirators and ensure suitable breaks are taken (e.g. hourly).

The procedure for fit testing of tight-fitting respirators is to be updated in line with guidance from the HSE: <https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm>

Individual extensions to standard 3-yearly retesting may be given at this time to reduce risks from shared test equipment.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Toilet and Changing Facilities

The Site Manager/Supervisor is to verify suitable arrangements are in place for restrictions on the number of people using welfare facilities at any one time to maintain effective social distancing (using an attendant if necessary) and use signage, such as floor markings, to ensure 2 metre distance is maintained between people when queuing

Wash or sanitise your hands before and after using the facilities. Shared bars of soap and towels are to be avoided. As always, leave the facilities in a condition you would expect to find them in.

The cleaning regime is to be enhanced for welfare facilities, particularly door handles, locks and the toilet flush. Portable toilets should be avoided wherever possible, but where in use these should be cleaned and emptied more frequently. Suitable and sufficient rubbish bins for hand towels are to be provided with regular removal and disposal.

Where multiple persons need to change for their work, staggered start/finished times should be introduced where practicable.

Catering and Rest Areas

The Site Manager/Supervisor is to verify suitable arrangements are in place for catering and rest facilities, maintaining hygiene and social distancing.

Workers should aim to prepare and bring their own food to site each day, avoiding the need to share food preparation areas or leaving site to visit local shops. Site canteens should be providing a takeaway service, with pre-prepared and wrapped food only.

Break times should be staggered to reduce congestion and contact at all times. The Site Manager/Supervisor is to coordinate this, along with any other contractors/persons on site.

General guidance for catering facilities:

- Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced
- Frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators, microwaves
- Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by workers when entering and leaving the area
- A distance of 2 metres should be maintained between users, wherever possible
- All rubbish should be put straight in the bin and not left for someone else to clear up
- Tables should be cleaned between each use
- Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use
- Payments should be taken by contactless card wherever possible
- Canteen staff should wash their hands often with soap and water for at least 20 seconds before and after handling food
- Canteen staff and workers may use rest areas if they apply the same social distancing measures

Coronavirus Policy

Updated: 22/05/2020 (v2)



Monitoring

Ongoing monitoring for adherence to site rules is to be undertaken and breaches reported without delay. The Project/Contract Manager is responsible for determining the level of monitoring/supervision required for the project if a full-time dedicated Site Supervisor is not justified. As a minimum requirement for smaller teams a competent Lead Engineer/Operative should be appointed with supervisory duties, with the Project/Contract Manger liaising daily, and visiting at regular intervals. Video tours and remote auditing may be utilised as practicable at this time to reduce travel/contact, where it is deemed an effective means of maintaining standards.

We are all responsible for leading by example with our behaviours to build a positive safety culture, and a collaborative approach is encouraged where issues can be openly discussed and addressed.

Coronavirus Policy

Updated: 22/05/2020 (v2)



Risk Assessment

ID	Significant Hazards and Risk Description	Likelihood (1-5)	Severity (1-5)	Risk Rating	Controls to Eliminate or Reduce the Risk	Likelihood (1-5)	Severity (1-5)	Residual Risk
1	<p>Working in Occupied Premises Exposure to potentially contagious persons/surfaces leading to life-threatening infection</p>	4	5	20 High	<ul style="list-style-type: none"> Company policy has been prepared and awareness briefings are to be undertaken for all Remote working is to remain the first choice where this is reasonably practicable – technology is in place to support this Site-Specific Office/Facility Assessments are to be completed prior to re-occupation Non-essential site visitors are to be minimised Social distancing arrangements are defined and practical measures to be introduced at all locations/sites Hand sanitiser has been provided to employees and sites Existing hygiene facilities are available on all sites for hand washing – enhanced arrangements in place Site Supervisor is to monitor daily for any local concerns/requirements/arrangements/restrictions, and is authorised to suspend works/escalate as necessary Remove/Wash your uniform daily as soon as you get home – 60° recommended and iron Minimise the use of public transport (especially at peak times) where possible. Use hand sanitiser after holding handrails/poles, pressing buttons etc. Disposable gloves have been issued with stocks maintained 	2	5	10 Med

Coronavirus Policy

Updated: 22/05/2020 (v2)



ID	Significant Hazards and Risk Description	Likelihood (1-5)	Severity (1-5)	Risk Rating	Controls to Eliminate or Reduce the Risk	Likelihood (1-5)	Severity (1-5)	Residual Risk
2	Working in Medical/Known Risk Facilities (No Patient Contact) Enhanced risks in addition to the above as a result of healthcare setting	5	5	25 High	In addition to the above: <ul style="list-style-type: none"> Suitable respiratory protective equipment (RPE) is to be selected, issued, face-fit-tested, inspected and worn prior to entry 	2	5	10 Med
3	High Risk Individuals Increased risk to life from infection with COVID-19	5	5	25 High	<ul style="list-style-type: none"> Any individuals who are: <ul style="list-style-type: none"> Over 70 Pregnant Weakened Immune System Have received a communication from the Government regarding their high-risk status And/or would typically be offered the flu jab Should notify management for individual assessment and may be required to work from home or be placed on leave. 	1	5	5 Low
4	Travelling to Work Sharing of vehicles and use of public transport increasing the likelihood of exposure	4	5	20 High	<ul style="list-style-type: none"> Eliminate the risk by continuing to work from home where this is possible and agreed Policy on travel to site has been issued Face masks to be provided for use on public transport Hand washing/sanitising is mandatory on arrival 	2	5	10 Med
5	Clients / Other Contractors Site contacts not working to the same standards increasing the likelihood of exposure	4	5	20 High	<ul style="list-style-type: none"> Policy has been defined Project/Contract Managers are to liaise with all parties to review arrangements prior to authorising works Sub-Contractors are to have their Policy/RAMS formally reviewed prior to authorising works Ongoing Monitoring/Supervision and Escalation process in place 	2	5	10 Med

Coronavirus Policy

Updated: 22/05/2020 (v2)



ID	Significant Hazards and Risk Description	Likelihood (1-5)	Severity (1-5)	Risk Rating	Controls to Eliminate or Reduce the Risk	Likelihood (1-5)	Severity (1-5)	Residual Risk
6	<p>Infected Persons</p> <p>Symptomatic / Asymptomatic individuals transferring virus to client / site contacts</p>	4	5	20 High	<ul style="list-style-type: none"> Ongoing reminders are to be communicated on the self-isolation requirements, and symptoms Social distancing and other arrangements in place to assist in prevention of transmission Segregate activities from clients and other contractors on site so far as is reasonably practicable Emergency preparedness response arrangements are in place – contact details are up to date 	2	5	10 Med
7	<p>Deliveries</p> <p>Virus transmission from drivers and packaging</p>	4	5	20 High	<ul style="list-style-type: none"> Social distancing to be maintained with drivers/couriers Secure drop-off/collection area to be established Wash hands after handling any packaging – leave for 72 hours prior to collection if this is an option 	1	5	5 Low

Coronavirus Policy

Updated: 22/05/2020 (v2)



ID	Significant Hazards and Risk Description	Likelihood (1-5)	Severity (1-5)	Risk Rating	Controls to Eliminate or Reduce the Risk	Likelihood (1-5)	Severity (1-5)	Residual Risk
8	<p>Hand Sanitiser (Alcohol Based) Hazardous substance that is classified as Flammable and Irritant</p> <p>Risk of burns from ignition</p> <p>Low risk from Skin Contact (by Design) and accidental Eye Splashes/Inhalation/Ingestion</p>	2	4	8 Med	<ul style="list-style-type: none"> Monitor your skin on an ongoing basis and report any symptoms of dermatitis including redness, itching or flaking: https://www.hse.gov.uk/skin/posters/skindermatitis.pdf Cover any cuts or grazes with a plaster/dressing Do not smoke while using hand sanitiser, avoid heat/sparks/flames, and allow to fully dry before touching any surfaces or work equipment (static discharge risk) In case of eye contact, immediately flush eyes with plenty of water for at least 15 minutes. If worn and easy to do, remove contact lens - seek medical attention If inhaled or swallowed, move to fresh air, rinse mouth with water, do not induce vomiting, seek medical attention if any symptoms persist Store in original container For bulk storage on site a metal cabinet is to be used for flammable segregation with suitable extinguishers nearby and warning signage displayed Store out of direct sunlight, including on vehicle dashboards. 	1	4	4 Low

Coronavirus Policy

Updated: 22/05/2020 (v2)



ID	Significant Hazards and Risk Description	Likelihood (1-5)	Severity (1-5)	Risk Rating	Controls to Eliminate or Reduce the Risk	Likelihood (1-5)	Severity (1-5)	Residual Risk
9	<p>Ventilation Systems</p> <p>Airborne virus may be circulated and captured in filters, leading to exposure during maintenance operations</p>	3	5	15 High	<ul style="list-style-type: none"> Natural ventilation is to be used where available and the deactivation of some systems considered, whilst maintaining compliance to general welfare and building requirements Prior to servicing, if practicable, systems are to be isolated for at least 72 hours prior to handling Hygiene and PPE requirements must be observed: Engineer to wear disposable FFP3 respirator, unventilated goggles, disposable gloves and overalls Isolate the work area, work out of hours where this is an option. Securely bag removed filters, seal and dispose securely. 	1	5	5 Low
10	<p>Lift Maintenance</p> <p>Exposure to contaminated surfaces (e.g. call buttons) during maintenance operations</p>	4	5	20 High	<ul style="list-style-type: none"> Wear RPE if the lift has been in use by the public within the past 72 hours. All surfaces are to be cleaned with disinfectant wipes on arrival. Ventilate the lift car Disposable/Safety gloves are to be worn at all times Non-essential maintenance works that do not increase risk to life/safety of passengers or serviceability/reliability of the equipment are to be postponed 	2	5	10 Med

Coronavirus Policy

Updated: 22/05/2020 (v2)



Briefing Record - Signing below confirms that this document has been issued/read and it is understood that the defined health and safety arrangements must be complied with by all. Any variation required is to be agreed and authorised exclusively by top management in advance of changes.

Date	Name	Signature